WIOA

ELIGIBLE TRAINING ROVIDER

HELP GUIDE

TN Department of **Labor & Workforce Development**

EXISTING PROVIDER

REVISED 09/01/2017

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COMMON ACRONYMS AND ABBREVIATIONS

API   Academic Program Inventory

CRP   Classification of Instructional Programs

DPSA   Division of Postsecondary School Authorization

ETP   Eligible Training Providers

ETPL   Eligible Training Provider List

LWDA   Local Workforce Development Area (Please see pages 21-22 for all LWDAs)

LWDB   Local Workforce Development Board

SACS   Southern Association of Colleges and Schools

TBR   Tennessee Board of Regents

TCAT   Tennessee College of Applied Technology

THEC   Tennessee Higher Education Commission

TDLWD   Tennessee Department of Labor and Workforce Development

WIOA   Workforce Innovation and Opportunity Act of 2014 (supersedes the Workforce Investment Act of 1998)

ETPL OVERVIEW

As part of the infrastructure to carry out the mandates of the Workforce Innovation and Opportunity Act of 2014 (WIOA), states are required to maintain a list of training providers and programs that are certified to receive students using WIOA funds. WIOA students are only permitted to use their Individual Training Account (ITA) funds in programs that appear on the Statewide Eligible Training Provider List (ETPL).

All of the institutions and programs that comprise the Statewide ETPL have been approved by a Local Workforce Development Board (LWDB) in Tennessee. Each of Tennessee's 13 LWDBs make initial eligibility decisions regarding what programs to add to the ETPL. After the LWDB makes the initial eligibility decision, subsequent eligibility decisions are made on an annual basis by the Tennessee Department of Labor & Workforce Development (TDLWD) based on institutional performance data.

All of the institutions that appear on the Statewide ETPL are required to supply individual level data. This information is to be submitted within Quarterly Performance Reports. These quarterly reports are later used to compile the WIOA Annual Subsequent Eligibility Report.

EXISTING ELIGIBLE TRAINING PROVIDERS

This section is to aid existing training providers through various items in their provider dashboard. Prior to submitting a new program, the program(s) must have received prior approval from your state governing/authorizing body.

I. Accessing the Log-In Page

To access your provider dashboard please visit www.jobs4tn.gov. There is a log in box where you are to enter your username and password. If you are an individual who needs online access for an existing training provider, you will need to register by clicking the "Register?" link found in the sign in box on the Jobs4TN home page as seen below.

II. New User Registration

After clicking the "Register" link you will be directed to a page yielding several registration options. As an existing training provider, you will want to select the "Provider" link found in the "Option 3 - Create a User Account" box.

- As an existing training provider, you will want to select the first option stating that you "wish to be added to my institution's existing account." Click Next after making your selection.

- All information marked with * is required.
- At the time of the submission of a new provider application only one user will be on file. After an application has been approved, other users can be added by registering as seen below. The additional user(s) would select "I own, represent, or work for an educational institution (school, university, etc) and wish to be added to my institution's existing account" and fill out the information accordingly.
- All information entered for your institution should be entered as it currently appears on the ETPL. Please visit the Jobs4TN provider search page to access your provider information. This can be access by visiting www.jobs4tn.gov, click Education and Training Data under Special Services, and then click Training Providers and Schools.

After continuing from the page above, the following will appear:

- In order to access your provider information your user registration must first be approved by State staff. If you have questions regarding your user registration, please contact Ryan Allen at Ryan.Allen@tn.gov. or Marjorie.C.Hallworth@tn.gov
- You will not be able to access your Provider Profile until your username has been activated for use.
- To expedite username activation, email Ryan Allen or Marjorie Hallworth immediately following registration.
- At any time you can access your entered user information by logging in at www.jobs4tn.gov and clicking the Manage Provider User Profile link found in the Services for Providers box in the left side bar.
- In the Provider Contact Information section, found at the bottom of the page, you will be able to see the status of your user access.
- After your user access is activated you will be able to click on the Manage Provider Profile link and manage your provider information as seen below.

Services for Providers

Demand Occupations

Manage Provider Profile

Manage Provider User Profile

Education Services

Other Services

Assistance Center

Customer Satisfaction Survey

TN.GOV
TENNESSEE GOVERNMENT

Please make any changes necessary to your profile and click the Save button.

* indicates required fields.

For help click the question mark icon.

Login Information

Registration Date:

User Name: Name used to log into provider dashboard

Password: Click here to change password   Enter Password (8 – 18 characters, and must include at least one uppercase letter, one lowercase letter, one number and
                                                                 one special character. Allowable characters are # @ $ % ^ . ! * _ +). Allowable characters are (),(@),(#),($),(%),(^).
                                                                 (*),(.),(_))

*Security Question   None Selected

*Security Question Response: Hint to help if you have forgotten your password.

Institution Identification

*Institution Name: ETPL TEST

Institution Code/BPA# (if you are a current provider):

Federal Employer ID No: or Social Security Number: 235789412   Do not enter dashes. Example 999001111

Type of Identification: ○ Social Security Number
                                                  ● Federal Employer Identification Number

Institution Primary Location

*Address 1:   5421 French Landing

Address 2:

*City: Nashville

*State: Tennessee

*Zip: 37243

Provider Contact Information

Provider User Access: Pending Access

Salutation: None Selected

*Title:

*First name:

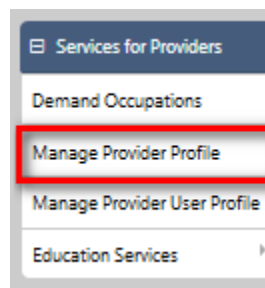## MANAGE YOUR PROVIDER PROFILE

After your user profile has been made active below shows what your provider workspace looks like after logging in at www.jobs4tn.gov.
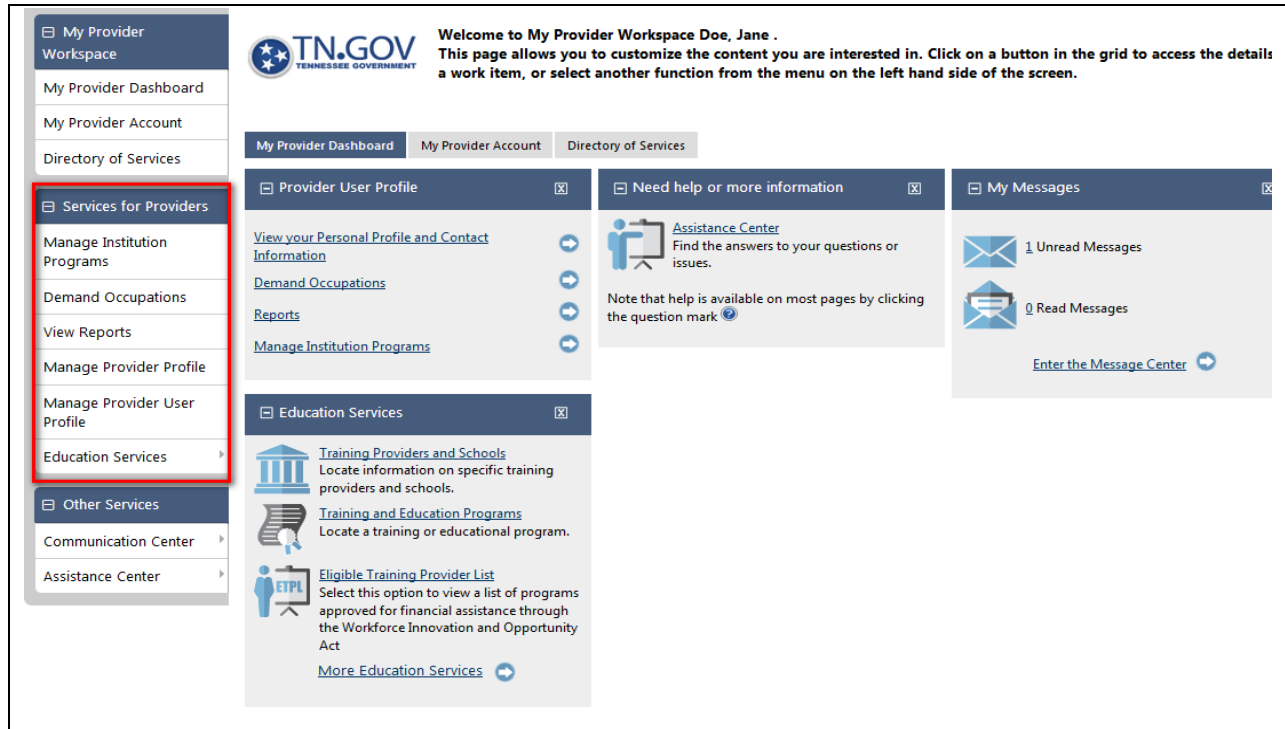
- The Services for Providers box contains the necessary links to edit your provider information (i.e. address), program information (costs, length, etc), submit additional programs as well as manage your own user profile in the case of having an email or phone number update.

III.   Provider Demographic Information

- Clicking Manage Provider Profile will allow you to view and edit the information for you institution that currently appears on the ETPL.

- The "Status" field cannot be changed. It can only be changed by staff.
- Your "LWDA Region" should be set to State… this allows all career center staff to have access to your school within the system.
- Fields beginning with "State Use…" are not applicable. You are not required to enter or have information contained in these fields. Your Local Workforce Development Area (LWDA) may opt to add information here.

- If the billing or mailing address information is the same as your previously entered main address, you can populate the Billing Address or Mailing Address fields by clicking the applicable link (i.e. Provider's Main Address).
- Be sure to include an appropriate contact person in the "Attention" field. This can be the same person.
- After completing all required fields click "Save."
- Missing information from required fields can cause your institution to not appear in certain instances for career center staff so it is important that these required fields are complete. (This mainly affects providers who were converted from the old system.)

- It is best to answer as many questions and selections as possible, regardless of them being required or not.
- The Accrediting Body drop-down menu references nationally recognized accrediting bodies. This may not apply to all schools.
- Be sure to click Save to keep all entered/updated information.

The General tab on your "My Provider Workspace" page will display a summary of information you previously entered and saved.

IV. Adding Satellite Locations

- Clicking the Locations tab will display information for your institution. The previously entered information can be edited by clicking the "Edit" link in the Action column.
- If your school has satellite campuses, you can add these locations by clicking the Locations tab. Click the Add Location button and fill in all known information.

V.   Adding Additional Contacts

Clicking "Contacts" in the Action column on the Locations tab will only display contact persons and not allow for you to edit/add contacts. To add a contact person, click the Contacts tab.

Select the location from the drop-down menu in which you would like to add a contact person for. Locations added via the "Locations" tab will display in the drop-down menu. After selecting the location, click "Add Contact."

- Contacts added here are separate from adding users as seen in II. New User Registration. The contact persons added on this screen will display on the ETPL for the public to see. System Users have access to provider information without their contact information being displayed on the ETPL

- Provide information associated with the contact person.
- Click the appropriate location check box(es) for the contact person being entered.
- Select the appropriate contact type from the drop-down menu.
- It is always best to fill in as much information as possible regardless of whether the field is required or not.
- There is a Notes field for you to enter any pertinent information regarding the entered contact person.
- Once your contact person's information is saved, it will display on the Contacts tab as seen below.

VI.   Adding Programs

It is best to communicate with your LWDA beforehand (see pages 45-46) for your LWDA's contact information) in order to make an informed decision as to which programs to submit.

To add a program:

- Click the "Manage Institution Programs" link found in the "Services for Providers" section of the left side bar.
- Click the "Add Self Service Education Program" button link

- When filling in your program information you will need to select the "Search for CIP Code" link in order to fill in the CIP Code information for your program of study. There are several options you may use to search for the appropriate CIP Code. In the example below, the "Programs by Keyword" tab is used to obtain the CIP Code. (see screen shots below)
- It is important to select "Yes" as the response for "WIOA Program:"… this cannot be changed after it has been submitted. If you select No and submit the program for approval it cannot be changed to Yes nor will students be able to receive funding for the submitted program.

Type in your keyword in the box and click "Search." The results will display. From this list, select the most appropriate option by clicking the program. It will then populate the "CIP Code:" field.

- When entering program information, enter it exactly as it has been approved by your (TN) State authorizing/governing body (i.e. THEC, TBR, SACS, etc)
- Do not submit programs that have not been approved by your authorizing/governing body
- It is always best to complete as many fields as possible, regardless of them being required or not
- Once all information has been entered click Save
- After you have saved your information, you will see a summary page with fields to add program information

A.   Program Occupation Details

Program / Service Occupations

Code	Occupation Title	Provider Title
No data available		

[Edit Occupation Details]

Program / Service Cost Details

Cost Title	Cost Value
No data available	
Total Amount	$0.00

[Edit Cost Details]

Program / Service Locations

Address	Bill Address
No data available	

[Edit Location Details]

Program / Service Skills

Selected Skills
No data available

[Edit Program Skills]

Click on "Edit Occupation Details" under Program/Service Occupations

From here you are to select all applicable occupations. If none exists, click Cancel and continue completing the application.

B. Cost Details

To add cost information select the "Edit Cost Details" link under "Program/Service Cost Details and follow the links as displayed

- Enter all known cost information (Tuition, Books, etc.)
- To add a line item not listed, click on the "Add Cost Items" link
- If amount is entered in "Other Costs," please provide an explanation of what the other costs are in the "Comments:" box
- Save when complete

C.   Select Applicable Locations

 You must select the location(s) where the entered program is offered. If you've only submitted one campus location then this is what you will select. If you entered additional locations (via the Locations tab) then these will become options on this page.

D.   Program / Service Skills

- Click the "Edit Program Skills" link
- Select the appropriate category from the drop-down menu

- Select the applicable skill description options that apply
- There is also an option to select all options within the Skill Description box. This can be done by clicking the "Check All" link (this can be undone by clicking the "Uncheck All" link)
- Click the Save button found at the bottom of the screen when complete

E.   Program / Service Performance

Whenever you submit a new program for approval you must enter performance information for the previous fiscal year. No program participant data is needed since there is none to report. Please enter 0 for performance data regarding program participants.

- Click the "Edit Program Performance" link to add performance information for your program
- You will need to enter performance data for the most recent full year which you are to select   from the"Program Year:" drop-down menu

- Programs being submitted for approval will not have program particpant performance information
- Please provide a short description as to how your performance is measured in the box providedOnce complete, click the Save button

- It is important to enter this information as it is used by the Local Workforce Development Area Boards in their decision making process when approving new programs

F. Confirm Your Application

Program / Service Application Confirmation

Agreed to the confirmation statement:	No
Submit program for WIOA Approval:	No

[Edit Confirmation]

- Click the "Edit Confirmation" link

Provider: ETPLTest

Program: Truck Driving

Cipcode: 490299

Program / Service Application Confirmation

* Providers requesting approval or re-approval of a training program must agree to the statement below.

The Program Description and Program Costs I am Posting on the website are currently listed in my catalog/brochure. The programs offered are available to the general public on a tuition basis.

I agree to complete the information required on the web site at the time of my approval request. This includes the completion information of all students registered in the program for the last and current Program Year.

☑ Yes, I agree to the above statement.

Indicate if you want to submit this program for WIOA Review and Approval at this time:
- ◉ Yes, submit this program for WIOA Approval.
- ○ No, do not submit this program for WIOA Approval

Save   Cancel

- You must agree to the printed stated in order to submit your application for approval
- After selecting the check box in agreement with the statement you may submit your application by selecting the radio button next to "Yes, submit this program for WIOA Approval."
- Click "Save" when done

Review Status:

To see the status of your application, log in and look in the "Program / Service Review Status" box. Here you will be able to view any items you failed to submit in your application along with the approval status of your program.

G. Submit Documentation to Your Local Workforce Development Area (LWDA)

After you have submitted your program application for approval you will need to submit all supporting documentation to the LWDA where your institution is located. The LWDA contacts are listed on pages 45-46. All institutions authorized by the Division of Postsecondary School Authorization with the Tennessee Higher Education Commission (THEC) are to provide a copy of any program approval letters that apply to the submitted programs. The program approval letter(s) should show the approval of your program's name, cost, length and credential. Please note that your supporting documentation aids your LWDA in their approval process. If you have any questions regarding needed documentation please contact your LWDA listed on pages 45-46)

H. Processing Your Application & Waiting on a Response

After your application has been submitted, it goes to your Local Workforce Development Area Board to be processed and voted on for possible placement onto the Eligible Training Provider.

Wait for Local Workforce Development Board (LWDB) Response

The wait time between submitting a New Program Application and receiving a response from your LWDB depends on several different factors. Two of those factors are the meeting schedule of your LWDB and your date of submission. If your application is submitted after your LWDB has met, you must wait until their next meeting to obtain a decision on your program(s) addition to

the ETPL. Thus, to expedite the approval process, contact your LWDB for information concerning their application deadlines.

To find the contact information for your LWDB, please reference pages 34-35

Each LWDB is geographically different and creates their own criteria of approval based on numerous factors. Information regarding your LWDB's criteria for approval should be obtained directly from your LWDB.

VII.   Quarterly Reports

All providers are required to submit quarterly reports. Reminders are sent by email to all provider contacts approximately 2 weeks prior to the due date. With the reminder emails, several attachments are included: a blank report template, an example report template, instructions on how to correctly format your report along with general information on performance and reporting requirements. This information is also sent out to new providers at the time of their addition to the ETPL. Below are the due dates along with the corresponding time spans associated with the reporting period.

Quarter	Time Period			Due Date
1st	July 1	Through	September 30	October 15
2nd	October 1	Through	December 31	January 15
3rd	January 1	Through	March 31	April 15
4th	April 1	Through	June 30	July 15

APPLICATION APPROVAL EXPECTIONS

Step 1A: Your LWDB Has Approved Your New Provider Application

If the LWDB approves your institution and programs, they will appear on the ETPL. Your institution and associated information will appear on the ETPL exactly as you submitted it in your application. Please note that your LWDB does not have to approve your application in its entirety. For example, they may approve two of your submitted programs but deny the remaining programs. After being added to the ETPL, you are visible on the ETPL statewide. To view your institution on the ETPL, visit www.jobs4tn.gov and click the "Education and Training Data" link under the Special Services column
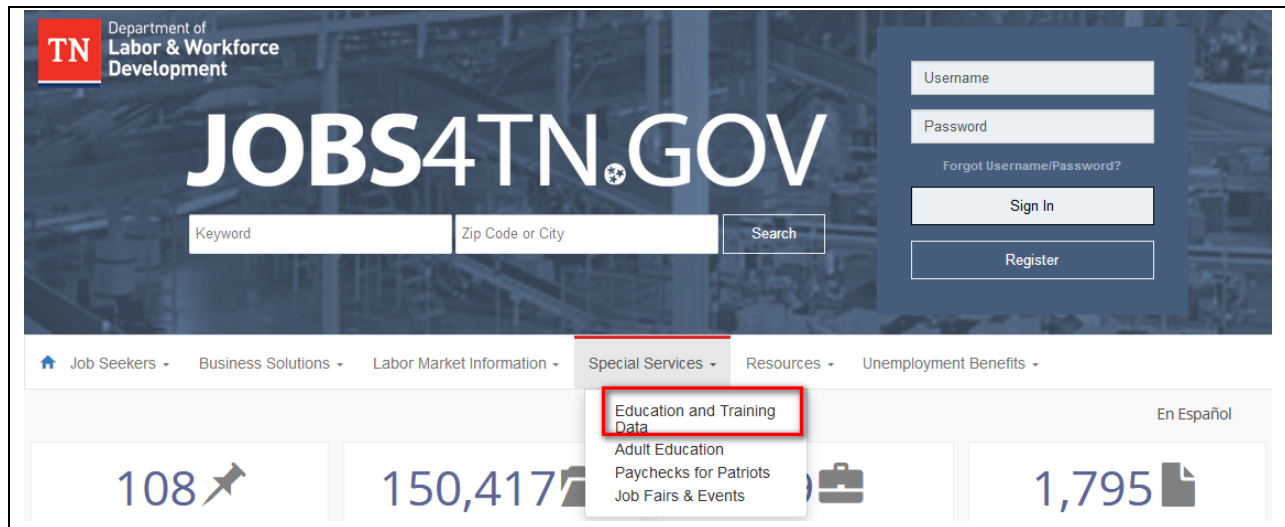
From here you can click the "Training Providers and Schools" link to search or view providers.
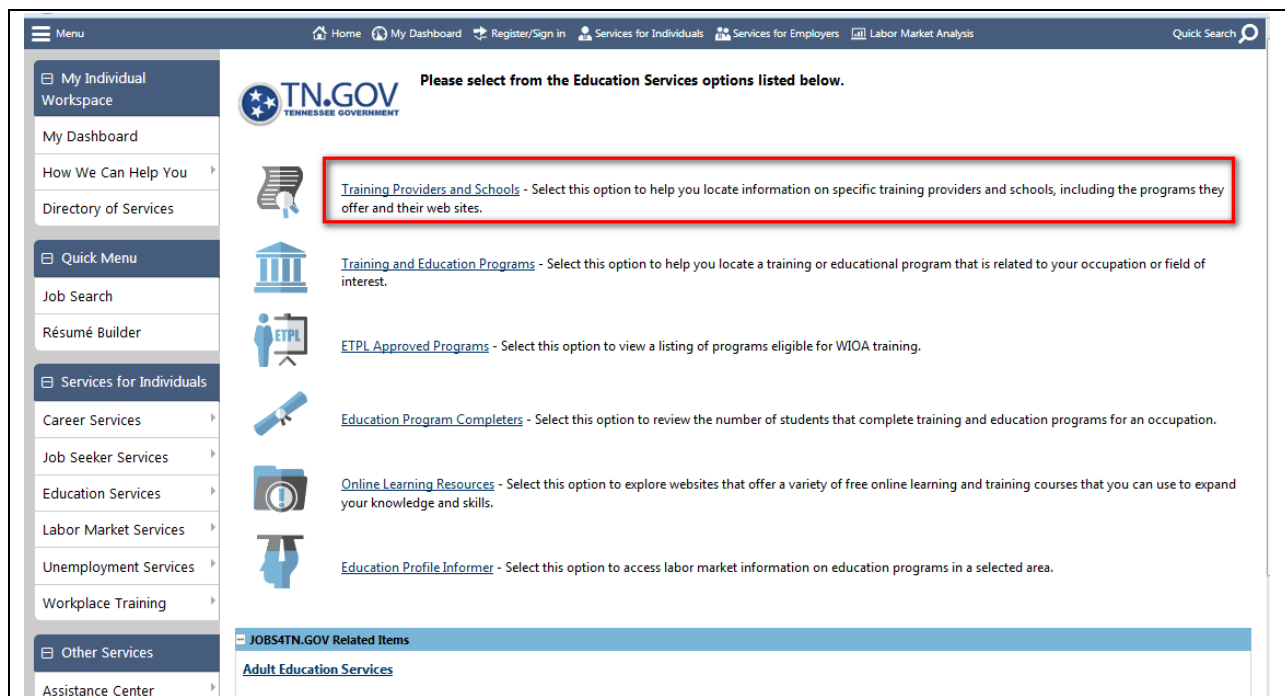
From here you can enter your school's name in the Keyword search box and click Search or select your school's name via the Provider Listing tab.

- After selecting your school you will be able to see details on program information by clicking ETPL Approved Programs.
- After being added to the ETPL, all 13 LWDAs are notified via email of your institution's addition to the ETPL.

Step 1B: Your LWDA Board Has Denied Your New Provider Application

If you are denied access to the Eligible Training Provider List (ETPL) you have the option to appeal your Local Workforce Investment Area (LWIOA) Board's decision. The policies detailed below govern the ETPL appeal process.

A. Appeals to Local Board [WIOA Section 122(c) (1)]

(1) Local Boards must have a written appeal process that includes the following provisions:

   (a) A Provider wishing to appeal a decision by a Local Board must submit an appeal to the Local Board within 30 days of the issuance of the denial notice. The appeal must be in writing and include a statement of the desire to appeal, specification of the program(s) in question, the reason(s) for the appeal (i.e. grounds), and the signature of the appropriate Provider official.
   (b) The Local Board appeal process must grant the Provider the opportunity to directly address the reasons for denial either in writing or through an appeal hearing.
   (c) The Local Board must have 1-3 impartial appeal officers who are responsible for re-evaluating the supplemental materials supplied by the Provider in addressing the initial reasons for denial.
   (d) The Local Board will notify the Provider of its final decision on an appeal within 30 days of receipt of the appeal.
   (e) The Local Board appeal notification to the Provider must reference the process for filing a State appeal in the event that the Provider is not satisfied with the outcome of the local appeal.

B. Appeals to the State [WIOA Section 122(c)(1)]

This procedure applies only to Providers who have exhausted the appeal process of a Local Board and are dissatisfied with Local Board's final decision.

(1) A Provider wishing to appeal to the State must submit an appeal request to the State within 30 days from the Local Board's notification to the Provider of their final decision on an appeal. The request for an appeal to the State must be in writing and include a statement of the desire to appeal, specification of the program(s) in question, the reason(s) for the appeal (i.e. grounds), and the signature of the appropriate Provider official.

(2) The State will promptly notify the appropriate Local Board when it receives a request for appeal. The State will also notify the appropriate Local Board when it makes the final decision on an appeal.

(3) The State appeal process includes the opportunity for appealing Providers to have a hearing. The hearing officer must be an impartial person. The hearing officer must provide written notice to the concerned parties of the date, time, and place of the hearing at least 10 calendar days before the scheduled hearing. Both parties must have the opportunity to present oral and written testimony under oath; to call and question witnesses; to present oral and written arguments; to request documents relevant to the issues(s), and to be represented.

(4)   The five member State appeals committee, chaired by the hearing officer, will administratively review the appeal, make a preliminary decision, and notify the Provider and the Local Board. The committee can either uphold or reverse the Local Board decision.

The State appeals committee must render a decision within 60 days from receiving the Provider's initial State appeal request.

Subsequent Eligibility Determinations

The subsequent eligibility process is ongoing throughout each program year. Subsequent eligibility decisions are made quarterly and annually, based on different factors. A provider can be removed from the ETPL for: failure to submit quarterly performance data, school closure, loss of state authorization to operate, provider requests for removal, or failure to meet one of four performance standards.

Quarterly, providers submit performance reports which are comprise of individual level student information that includes, but is not limited to, student SSN, race, gender, program of enrollment, enrollment date and date of completion/withdrawal where applicable. This information must be submitted for both WIOA participants and non WIOA participants (all other students) for each program that has received at least 1 WIOA student. The WIOA Annual Subsequent Eligibility Report is compiled based on the quarterly performance report submitted during each program year. Any program that has received a minimum of 10 WIOA students at the end of the program year and fails to meet the minimum performance levels established by the state is subsequently removed from the Statewide ETPL. The four performance standards are as follows:

1. The **WIOA student completion rate** for each program must be equal to or greater than 40%.
2. The **WIOA student placement rate** for each program must be equal to or greater than 70%.
3. The **ALL of student completion rate** for each program must be equal to or greater than 40%.
4. The **ALL of student placement rate** for each program must be equal to or greater than 70%.

The WIOA Subsequent Eligibility Report is intended to assist constituents in making an "informed choice" when choosing where to utilize their training funds. To aid in this effort, every provider on the ETPL has a Consumer Report that provides extensive performance information for each program year.

Registered Apprenticeship Programs

Registered Apprenticeship programs are not required to submit performance data and are not held to the performance standards mentioned above. Registered Apprenticeship programs must remain registered under the Act of August 16, 1937 commonly known as the National Apprenticeship Act to remain subsequently eligible to remain on Tennessee's ETPL. The department suggests (not require) for apprenticeship programs to submit the same quarterly data in order to be published amongst the other training providers in TDLWD's Annual Performance Report to highlight their level of performance in completing and placing participants.

Note to Out-of-State Providers

For out-of-state institutions, having the proper authorization within your own state does not give the proper needed authorization to offer training to Tennessee students. Therefore you must obtain this authorization before being considered for placement onto Tennessee's Eligible Training Provider List. Many out-of-state institutions fall under the oversight of the Division of Postsecondary School Authorization (DPSA) with the Tennessee Higher Education Commission (THEC). For more information on DPSA and their authorization process, please review the website below.

http://www.state.tn.us/thec/Divisions/LRA/PostsecondaryAuth/psa.html

LWDA CONTACTS

LWDA 1 - Alliance for Business & Training
[Serving Carter, Johnson, Sullivan, Washington & Unicoi Counties]
- Tammy Sluder, Tsluder@ab-t.org
  - Phone 423-547-2927
- P.O. Box 249 Elizabethton, TN 37644

LWDA 2 - Walters State Community College
[Serving Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Sevier & Union Counties]
- Don Shadow, Joseph.Shadow@ws.edu,
  - (423) 587-7036 Fax: (423) 585-6769
- 500 S Davy Crockett Pkwy, Morristown, TN 37813

LWDA 3 - Workforce Connections
[Serving Knox County]
- Ray Abbas, Ray.Abbas@tnccknox.org
  - Phone: (865) 594-5500
- 2700 Middlebrook Pike, Knoxville, TN 37921

LWDA 4 - East Tennessee Human Resource Agency
[Serving Anderson, Blount, Campbell, Cumberland, Loudon, Monroe, Morgan, Roane & Scott Counties]
- April Beaty, abeaty@ethra.org
- Melinda Watson, mfrost@ethra.org
  - Phone: (865) 813-0281
- 728 Emory Valley, Oak Ridge TN 37830

LWDA 5 - Southeast Tennessee Development District
[Serving Bledsoe, Bradley, Hamilton, McMinn, Marion, Meigs, Polk, Rhea & Sequatchie counties]
- Beth Keylon,   bkeylon@sedev.org
  - Phone : 423-424-4214
- 5600 Brainerd Road – Suite A-5, Chattanooga, TN 37411

LWDA 6 - Workforce Solutions
[*Serving* Bedford, Coffee, Franklin, Grundy, Lincoln, Moore & Warren Counties]
- Diane Stoker, dstoker@workforcesolutionstn.org
  - Phone: 931.455.9596
- PO 1628, 410 Wilson Avenue, Tullahoma, TN 37388

LWDA 7 - Upper Cumberland Human Resource Agency
[Serving Cannon, Clay, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, VanBuren & White Counties]
- Cindy Mabery, cmabery@uchra.com
  - Randi Short, rshort@uchra.com
    - Phone: 931-520-9593
- 580 South Jefferson Avenue, Suite B, Cookeville, TN 38501

LWDA 8 - Workforce Essentials
[*Serving Cheatham, Dickson, Houston, Humphreys, Montgomery, Robertson, Stewart, Sumner & Williamson Counties*]
- John Watz, jwatz@workforceessentials.com, (931) 905-3502
  - Fax: (931) 551-9026
- 523 Madison Street, Clarksville, TN 37040

LWDA 9 - Nashville Career Advancement Center
[*Serving Davidson, Rutherford, Trousdale, & Wilson Counties*]
- Terry Corbin, Terry.Corbin@Nashville.gov
- Phone: 615-862-8890 Fax to (615)862-8910
- 1417 Mufreesboro Pike, Nashville, TN 37217

LWDA 10 - South Central Tennessee Workforce Board
[Serving Giles, Hickman, Lawrence, Lewis, Marshall, Maury, Perry & Wayne Counties]
- Rick Molder, rick.molder@sctworkforce.org
  - Phone #: 931-490-3834 or 931-398-6035
- 119 Nashville Highway, Suite 106,Columbia, TN 38401

LWDA 11 - Southwest Tennessee Human Resource Agency
[Serving Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, McNairy & Madison Counties]
- Merita Stone, mstone@swhra.org
- Phone: 731-983-3690 Fax: 731-983-3149
- 1527 white Avenue, Henderson, TN 38340

LWDA 12 – Northwest Tennessee Workforce Board
[Serving Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Lauderdale, Obion, Tipton & Weakley Counties]
- Jennifer Bane, jbane@nwtnworks.org
  - Phone: 731-286-3585, ext. 15
- 313 West Cedar St. Dyersburg, TN 38024

LWDA 13 - Workforce Investment Network
[Serving Fayette & Shelby Counties]
- Lora Y Mendezu, lora.young@workforceinvestmentnetwork.com
  - Phone:901-636-7978
  - 480 Beale St, Memphis, TN 38103